# GOVERNMENT OF INDIA
# CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
# LOK SABHA

UNSTARRED QUESTION NO:969
ANSWERED ON:23.11.2001
NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION
PAWAN KUMAR BANSAL

**Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:**

(a) the main decisions arrived at the meeting of National Consumer Disputes RedressalCommission, Presidents of State Commissions and Secretaries, Consumer Affairs of States held in October, 1999;

(b) whether the all States have implemented the same;

(c) if so, the details thereof; and

(d) if not, the steps taken by the Union Government in this regard?

## Answer

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION (SHRI V. SREENIVASA PRASAD)

(a) : The main resolutions adopted in the meeting of the President, National Commission with the Presidents of State Commissions and Secretaries in-charge of Cosumer Affairs in the States and UTs held in October, 1999 are as follows:

i) The National Commission will exercise administrative control and closely monitor the functioning of the State Commissions.

ii) The State Commissions will make all efforts to ensure that the District Forums function more effectively.

iii) State Governments to fill up the vacancies in State Commission and District Forums.

iv) The Consumer Fora would try to ensure that, as far as possible, the cases shall not be adjourned ordinarily.

v) State Governments will release and utilize the funds provided by the CentralGovernment under One-Time Grant scheme to strengthen the infrastructure of the Consumer Forums.

vi) Central Government may provide additional grants for strengthening the infrastructure of the newly created District Forums.

vii) The Presidents of the State Commissions may be declared as Heads of theDepartment and Presidents of the District Forums may be declared as Heads of Office.

viii) The Presidents and Members of the State Commissions and District Forumsmay function on a whole time basis and their salaries and allowances be increased.

ix) National Commission/State Commissions will draw up uniform procedure forprocessing of the complaints from the date of receipt till their final disposal.

x) A Committee under the Chairmanship of Shri S.P. Bagla, Member, National Commission shall be constituted for assessing the staff requirements of National Commission, State Commissions and District Forums.

(b) to(d): Information is being collected and will be laid on the table of the House.